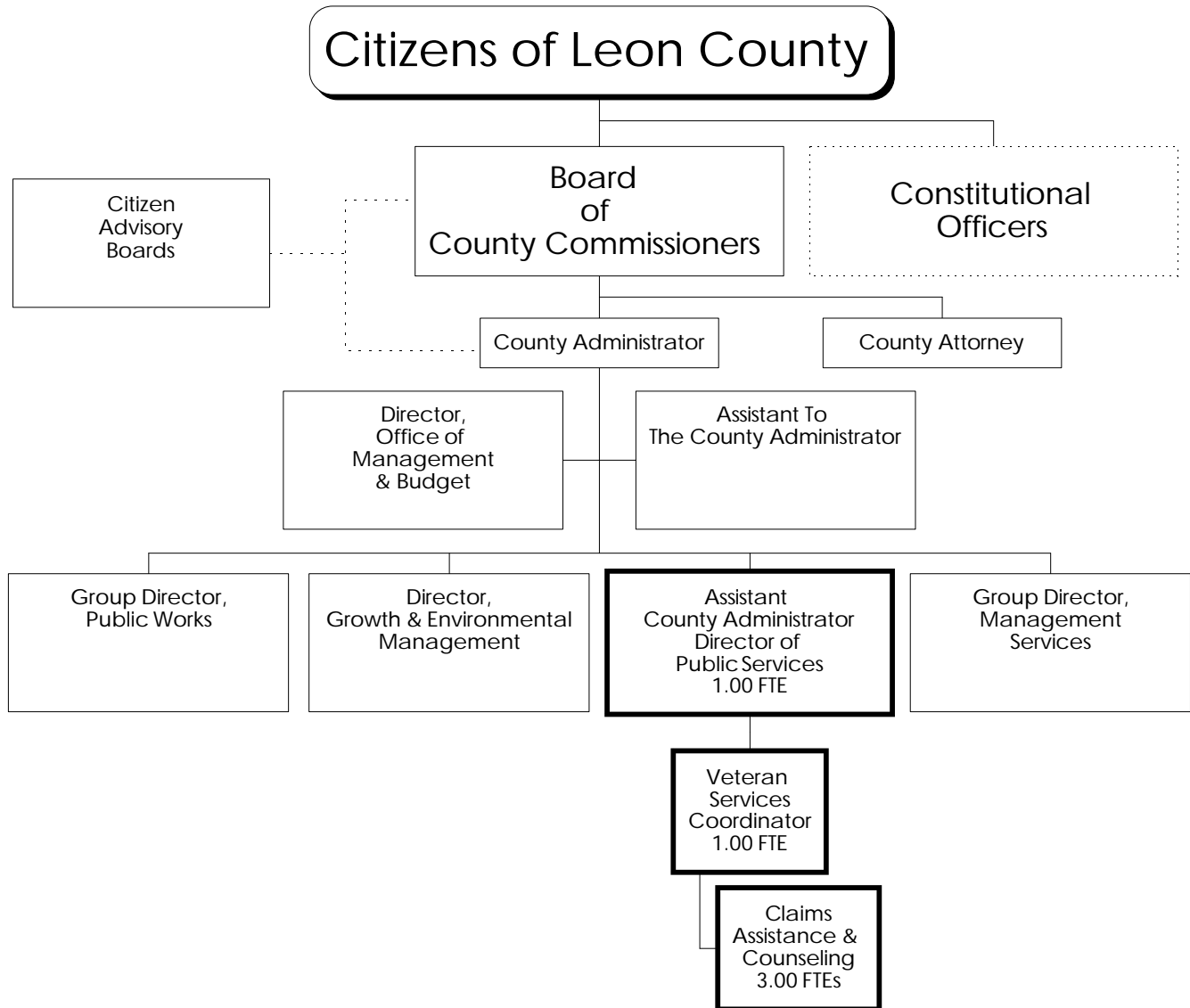


VETERAN SERVICES

Claims Assistance & Counseling



VETERAN SERVICES

CLAIMS ASSISTANCE & COUNSELING

To counsel and assist veterans, and their dependents, with processing benefit claims entitled to them through the United States Department of Veterans' Affairs and other federal agencies.

PROGRAM HIGHLIGHTS

1. Veterans have a major financial impact in Leon County. U.S. Department of Veterans' Affairs FY 2002 expenditures for Leon County veterans and their dependents totaled well over \$27 million.
2. As the result of new claims, Leon County veterans received an average of \$54,925 per month in retroactive payments and \$14,991 per month in awards.
3. On a monthly basis, the Veteran Services Division conducts an average of 94 interviews, handles 437 incoming calls, and produces 845 documents for the benefit of Leon County veterans and their dependents.

ADVISORY BOARDS

County Veterans' Service Officers' Association of Florida Executive Committee
 State of Florida Veterans Planning Group
 Tallahassee-Leon County Transportation Disadvantaged Coordinating Board

SUMMARY OF KEY STATUTORY RESPONSIBILITIES

Florida Statute, Chapter 292 "Veterans"

SUMMARY OF KEY SERVICE FUNCTIONS

1. Assist veterans and their dependents in filing claims for non-service connected pensions, service-connected disabilities, and other benefits.
2. Assist veterans and their dependents in obtaining local medical treatment, payment of medical bills, obtaining and paying for necessary medicines, and obtaining prosthetic items and adaptive equipment.
3. Assist veterans and their dependents in filing for educational benefits at universities, junior colleges, vocational institutions, correspondence courses, and job training.
4. Assist veterans in obtaining Veterans Administration home loans.
5. Assist veterans in upgrading of discharges.
6. Assist veterans in formulating appeals when benefits are denied.
7. Visit veterans and their dependents in hospitals and nursing homes to conduct business concerning their benefits.
8. Act as a counseling service for veterans and their dependents.

PERFORMANCE MEASUREMENTS

	FY 00/01	FY 01/02	FY 02/03	FY 03/04
	Actual	Actual	Estimate	Target
1) Process 95% of client VA claims in 7 working days.	95%	98%	96%	95%
2) Process 95% of client VA appeals in 10 working days.	95%	98%	96%	95%
3) Contact 95% of veterans returning to reside in Leon County within 10 days of notice from the Florida Department of Veterans' Affairs (FDVA).	100%	100%	100%	100%

VETERAN SERVICES - CLAIMS & ASSISTANCE & COUNSELING

ACCOUNT NUMBER: 001-390-553

FY 2003/2004 THRU FY 2007/2008 FINANCIAL & STAFFING SUMMARY

	FY 01/02 Actual	FY 02/03 Adopted	FY 03/04 Budget	FY 04/05 Planned	FY 05/06 Planned	FY 06/07 Planned	FY 07/08 Planned
<u>OPERATING</u>							
Personnel	\$165,245	\$167,162	\$182,473	\$193,621	\$200,906	\$208,556	\$216,598
Operating	6,881	8,845	9,959	9,959	9,959	9,959	9,959
Capital Outlay							
Grants & Aid							
TOTAL	\$172,126	\$176,007	\$192,432	\$203,580	\$210,865	\$218,515	\$226,557
<u>STAFFING</u>							
Full Time	4.00	4.00	4.00	4.00	4.00	4.00	4.00
O.P.S.							

FY 2003/2004 PROGRAM CHANGES & NOTES:

This program is recommended at an increased funding level. These recommendations are:

1. Routine salary and wage adjustments.
2. This program change reflects the cost associated with semi-annual training and certification. \$472
3. This program change reflects the cost associated with travel for the Florida County Veterans' Service Officers' Association. \$330
4. This program change reflects the cost associated with travel for the North Florida/South Georgia Veterans Health System. \$312

FY 2004/2005 THRU FY 2007/2008 PLANNED INITIATIVES & NOTES:

There are no program changes requested in the outyears with the exception of anticipated routine salary and wage adjustments.

VETERAN SERVICES - CLAIMS ASSISTANCE & COUNSELING

ACCOUNT NUMBER: 001-390-553

PROGRAM EXPENDITURE DETAIL

Object		FY 01/02	FY 02/03	FY 03/04 Requested			FY 03/04 Budget		
<u>Code</u>	<u>Account Description</u>	<u>Actual</u>	<u>Adopted</u>	<u>NIJ</u>	<u>Change</u>	<u>Total</u>	<u>NIJ</u>	<u>Change</u>	<u>ARB</u>
51200	Salaries & Wages	\$134,993	\$137,940	\$137,856		\$137,856	\$137,856		\$137,856
51300	Other Salaries								
52100	FICA Taxes	10,203	10,580	11,004		11,004	11,004		11,004
52200	Retirement	12,730	10,838	13,977		13,977	13,977		13,977
52300	L & H Insurance	6,785	7,235	19,162		19,162	19,162		19,162
52400	Workers' Comp.	534	569	474		474	474		474
TOTAL PERSONAL SERVICES		\$165,245	\$167,162	\$182,473		\$182,473	\$182,473		\$182,473
54000	Travel & Per Diem	927	960	960	642	1,602	960	642	1,602
54100	Communication	967	1,120	1,120		1,120	1,120		1,120
54200	Postage	287	600	600		600	600		600
54400	Rentals & Leases	914	1,080	1,080		1,080	1,080		1,080
54600	Repair & Maint.	60	180	152		152	152		152
54700	Printing & Binding		50	78		78	78		78
54900	Other Current Chg.		50	50		50	50		50
55100	Office Supplies	868	900	900		900	900		900
55200	Operating Supplies	360	400	400		400	400		400
55400	Bks, Pubs, & Memb.	213	405	405		405	405		405
55401	Training	2,285	3,100	3,100	472	3,572	3,100	472	3,572
TOTAL OPERATING EXPENSES		\$6,881	\$8,845	\$8,845	\$1,114	\$9,959	\$8,845	\$1,114	\$9,959
PROGRAM TOTAL		\$172,126	\$176,007	\$191,318	\$1,114	\$192,432	\$191,318	\$1,114	\$192,432

PROGRAM STAFFING DETAIL

Veteran Services Coordinator	1.00	1.00	1.00	1.00	1.00	1.00
Veteran Services Specialist	1.00	1.00	1.00	1.00	1.00	1.00
Administrative Associate IV	1.00	1.00	1.00	1.00	1.00	1.00
Administrative Associate II	1.00	1.00	1.00	1.00	1.00	1.00
Total	4.00	4.00	4.00	4.00	4.00	4.00